Upper Lachlan Shire Council

Position	Café Attendant
Reports to	Manager Economy Community and Tourism
Group	GOVERNANCE
Band/Level	1/3
Grade	4
Date revised	October 2026

Primary Purpose
To support the efficient and effective preparation and service of food and beverages while delivering excellent customer service within the Café at the Visitors Information Centre.

Council Values
Council's values of sustainability, integrity, respect and professionalism guide the decisions, actions and conduct of all employees.

Accountabilities
- Provide Café style food and table service for the Visitor Information Centre and Crookwell Swimming Pool, including the preparation of coffee and light meals.
- Assist in the provision of catering for functions and events.
- Provide the highest quality service to customers of the Café.
- Assist in maintaining the clean and tidy presentation of the Café and surrounding area.
- Monitor stock and fill according to anticipated needs.
- Operate cash register, cash handling, and balancing the till.
- Adhere to relevant food handling standards to ensure compliance.
- Contribute to the performance of Council: leading by example, demonstrating professional conduct, making the best use of knowledge, experience and skills, and being accountable for the decisions made.
- Ensure a safe working environment by taking accountability for own actions and complying with Council's WHS policies and procedures.

The employee is required to undertake any other duties, projects or tasks as directed by their Manager and Department Director, which are within his/her skills, competence and training.

Key relationships

Internal	External
Tourism Team including lifeguards	Visitors to region
Other staff	Community groups and community members
	Suppliers
	Customers and pool patrons

Essential Criteria

1. Proven service experience in a similar café/restaurant environment
2. An understanding of the operation of tools and equipment commonly utilised in a café/restaurant environment
3. Knowledge of food preparation and storage standards
4. Proven ability to initiate, plan and prioritise tasks within a busy work environment
5. Demonstrated interpersonal skills, ability to communicate effectively, and respond to customer enquiries.
6. Proven ability to work productively as a member of a team and contribute to team goals.
7. Demonstrated understanding of Food handling
8. Demonstrated experience in cash handling and POS systems.
9. Available to work weekends as part of a staff roster system.
10. Working with Children Check or willingness to obtain prior to commencement.

Desirable Criteria

1. Food handling certificate
2. Barista Certificate or demonstrated experience as a barista
3. First Aid Certificate
4. Food Safety Supervisor Certificate
5. Current class C Driver's License.
6. Responsible Service of Alcohol (RSA) certificate.

The position description should be read and applied, in conjunction with other corporate documentation that guides decision-making, actions and conduct including, but not limited to, the Code of Conduct, Delegations of Authority, legislation, policies, procedures and plans.

I have read and understand the requirements and accountabilities of this position.

Name (please print)	Signature	Date

SALARY PROGRESSION CRITERIA
Café Attendant

The emphasis at this level will be placed on the demonstrated application of the skills and knowledge required of the position. Assessments will be made based on the experience/qualifications of the jobholder and their ability to apply skills and knowledge to meet the accountabilities defined in the job description.

MINIMUM JOB REQUIREMENT

The jobholder is required to have met the essential criteria as described in the job description.

STEP 1 SKILLS	
Before being assessed for Step 1 Skills, the jobholder must have demonstrated achievement of all Essential Criteria described in the job description. When the jobholder demonstrates the achievement of all skills in Step 1, they are eligible for an increase in their rate of pay.	
1	Adhere to Councils customer service charter and internal policies
2	Complete daily cash handling procedures on time and with accuracy
3	Establish systems to ensure the café is stocked at all times
4	Exemplary maintenance and cleanliness of the Café
5	Promote a positive and professional image of Council.

STEP 2 SKILLS	
Before being assessed for Step 2 Skills, the jobholder must have demonstrated achievement of all Essential Criteria and Step 1 Skills. When the jobholder demonstrates the achievement of all skills in Step 2, they are eligible for an increase in their rate of pay.	
1	Maintain stock register
2	Ensure the workplace complies with WH&S policy and notify supervisor of any issues
3	Participate in staff meetings
4	Increase knowledge base of local tourism operators, landmarks and things to do

STEP 3 SKILLS	
Before being assessed for Step 3 Skills, the jobholder must have demonstrated achievement of all Essential Criteria, Step 1 and Step 2 Skills. When the jobholder demonstrates the achievement of all skills in Step 3, they are eligible for an increase in their rate of pay.	
1	Establish systems to ensure seamless operation of day to day café operations
2	Obtained Barista Certificate or demonstrated experience as a barista
3	Collect Collate and make available accurate and timely reports and information to the Manager as required.
4	Support Shire events to help them achieve their objectives
5	Food handling certificate

STEP 4 SKILLS	
Before being assessed for Step 4 Skills, the jobholder must have demonstrated achievement of all Essential Criteria, Step 1, Step 2 and Step 3 Skills. When the jobholder demonstrates the achievement of all skills in Step 4, they are eligible for an increase in their rate of pay.	
1	Obtained Food Safety Supervisor Certificate
2	Help implement a sales promotion at least once a year that increases monthly sales over the same month last year
3	Continue to train in the use of office administration and chosen systems, such as Microsoft office, POS systems, and record systems.
4	Responsible Service of Alcohol (RSA) certificate.
5	Help implement a new display/program/service that enhances the visitors experience to the Crookwell VIC at least once a year
6	Assist in annual stock take

STEP MAXIMUM SKILLS REQUIREMENT

To achieve Step Maximum Skills the jobholder must apply a superior level of skills, knowledge, competencies and expertise to the position. Step Maximum Skills will be achieved by the attainment of:-

1. Agreed competency and/or training/qualifications
2. Demonstrated efficiency and productivity improvements
3. Development and/or delivery of an innovative project
4. Continuous work improvement for a defined timeframe

Step Maximum Skills will be subject to determination and assessment by the relevant Director, in consultation with the jobholder. Before the jobholder can be assessed at Step Maximum, the jobholder must have achieved Steps 1, 2, 3 and 4 Competencies.

Note: Competencies will be obtained and/or developed from the following sources:-

- Training.gov.au
- Job-specific Skills developed by Council
- WHS standards
- Former position description skill steps